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PATENT

#21/F  
gmc  
6/29/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee  
Serial No. : 09/203,965  
Filed : December 2, 1998  
For : SYSTEM AND METHOD FOR MANAGING A HOLD  
QUEUE BASED ON CUSTOMER INFORMATION  
RETRIEVED FROM A CUSTOMER DATABASE  
Attorney's Docket : DAVOX-159XX  
Examiner : DEANE JR., WILLIAM J.  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on June 11, 2004.

By Paul J. Kroon Jr.  
Paul J. Kroon, Jr., Esq.  
Registration No. 51,902  
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SUBMISSION PURSUANT TO 37 CFR § 1.114

Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

In response to the final Office Action dated February 11, 2004 and the Advisory Action dated April 8, 2004, please amend the above-identified Patent Application as follows: